



Refugee
Response Team
FRASER VALLEY

ONLINE SURVEY: THIRD QUARTER Key Findings Report



DIVERSECITY
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About The RRT-FV

The Refugee Response Team – Fraser Valley (RRT-FV) works with local communities to identify, prioritize and address the needs and challenges of refugees in the Fraser Valley.

Background

Recognizing the severity of the crisis in Syria, the Province of British Columbia set up a one-time investment to enhance federal and provincial refugee programs and provide additional resources for communities welcoming refugees. Refugee Response Teams (RRTs) were formed in five regions of the province, including the Fraser Valley.

Purpose

- » To develop and implement a *Community Refugee Response Action Plan*
- » To act as a local resource for information and communications about refugee resettlement in the Fraser Valley

Vision

Fraser Valley service providers, sponsors, stakeholders and refugees will have access to the information, services and supports they need in order to facilitate the resettlement of refugees and ensure their successful integration into the community.

Community Refugee Response Action Plan

Through a community consultation process, six priority issues were identified for the *Community Refugee Response Action Plan*, including data collection and information sharing, public education, housing, healthcare access, language assessment and training, and employment and labour market attachment.

For more information, please visit fraservalleyrrt.ca.

TABLE OF CONTENTS

- Executive Summary 4
- Introduction 5
- Methodology 5
- Respondents 6
- Key Findings 8
 - Housing 8
 - Healthcare Access 10
 - Language Assessment and Training 12
 - Employment and Labour Market Attachment 14
 - Other Service Needs 16
- Appendix I – Overview Of Syrian Refugee Arrivals In The Fraser Valley 17
- Appendix II – RRT-FV Online Survey Questions 18
- Appendix III – List Of Organizations / Private Sponsors 28
- Appendix IV – New Refugee Programs / Supports 29

EXECUTIVE SUMMARY

The *Refugee Response Team – Fraser Valley (RRT-FV) Online Survey* was created to better understand the service needs, challenges and issues of refugees in the Fraser Valley. Responses were obtained from a variety of service providers and stakeholders involved in the resettlement and integration of refugees in the Fraser Valley, and this report summarizes the key findings that emerged from the survey responses. The results will be used not only to inform the work of the RRT-FV, but also by communities and government in their planning and delivery of refugee services and supports throughout the region.

The online survey was divided into six sections to match the priority areas of the RRT-FV's *Community Refugee Response Action Plan*:

- » Background Information
- » Housing
- » Healthcare Access
- » Language Assessment and Training
- » Employment and Labour Market Attachment
- » Other Service Needs

It was open from January 9 to February 1, 2017 and received a total of 42 completed responses from individuals representing 20 organizations and private sponsor groups in the Fraser Valley.

Summary of Key Findings:

Over 90% of respondents feel that **access to safe, affordable, and appropriate housing** continues to be a challenge for refugees in the Fraser Valley, especially those with large family units. However, almost a quarter of respondents have seen improvements in this area. Close to two-third of respondents also feel that discrimination / abuse by landlords continues to be an issue, as well as access to subsidized housing / rental subsidies and lack of incentives for landlords to rent their properties to refugees.

Lack of professional interpretation for medical services was the most commonly cited barrier to **accessing healthcare services** for refugees in the Fraser Valley, though more than a third of respondents feel that access to professional interpretation has improved. Access to mental health / trauma services continues to be a challenge for refugees in the region, with only 12% of respondents indicating some improvement.

Access to language assessment and training saw the greatest improvement of the four priority issues. Nevertheless, more than 80% of respondents still feel that there is a lack of workplace-related / employment-focused language training programs for refugees.

Approximately 90% of respondents feel that foreign credential, qualification, and/or skill recognition is a barrier to **employment and labour market attachment** for refugees in the Fraser Valley, with only 7% reporting improvement in this area. At the same time, 40% of respondents feel that there have been improvements to access / availability of specialized pre-employment / employment programs, WorkBC programs, and employment opportunities for refugees in the Fraser Valley.

Each of the findings is further explained in the body of the report.

INTRODUCTION

The *Refugee Response Team – Fraser Valley (RRT-FV) Online Survey* was created to better understand the service needs, challenges and issues of refugees in the Fraser Valley. The survey was distributed to a broad range of service providers and stakeholders involved in the resettlement and integration of refugees in different communities of the Fraser Valley.

In this survey, service providers and stakeholders were asked to rate the challenges and issues identified in the *RRT-FV Online Survey: First Quarter*, as well as any improvements. Respondents were also asked to share information about new services, supports and resources that were developed for refugees in their communities / sectors since October 2016, and a list can be found in *Appendix IV*.

The report summarizes the key findings that emerged from the survey responses. The results will assist the RRT-FV in bringing forward information and making recommendations to different levels of government and other key stakeholders in support of refugees in the Fraser Valley, and will also help to measure and demonstrate any improvements to services for refugees over the contract period.

METHODOLOGY

The *RRT-FV Online Survey* was open from January 9 to February 1, 2017, and responses were collected via Fluid Surveys, an online survey tool. To ensure broad distribution, the survey was sent to the RRT-FV membership, which includes representation from service providers and stakeholders involved in the resettlement and integration of refugees in the Fraser Valley. The survey was also sent to respondents from the other *RRT-FV Online Surveys* and participants of RRT-FV meetings and events. Recipients were asked to distribute the survey within their networks.

Responses were obtained from a variety of service providers and stakeholders, including settlement service providers, employment service providers, language service providers, school districts, private sponsors and community partners.

The survey was divided into six sections – background information, housing, healthcare access, language assessment and training, employment and labour market attachment, and other service needs – which match the priority areas of the *Community Refugee Response Action Plan*. Each section (except background information) included four questions; the full list of survey questions can be found in *Appendix II*. Respondents had the option of completing one or more sections, depending on their knowledge of the subject area.

The survey received a total of 42 completed responses from individuals representing 20 organizations / private sponsor groups from across the communities of the Fraser Valley. The list of organizations / private sponsors can be found in *Appendix III*.

RESPONDENTS

Survey respondents represented the different communities of the Fraser Valley, as well as the various sectors involved in the resettlement and integration of refugees to the region. They are also involved in providing services or supports to one or “categories” of refugees.

Communities

COMMUNITY	COUNT	PERCENTAGE
Abbotsford	4	9.5%
Chilliwack	10	23.8%
Delta	9	21.4%
Langley	11	26.2%
Maple Ridge / Pitt Meadows	6	14.3%
Mission	4	9.5%
Surrey	25	59.5%

Sectors

SECTOR	COUNT	PERCENTAGE
Settlement	24	57.1%
ESL / LINC	12	28.6%
Employment	10	23.8%
Education	3	7.1%
Healthcare	0	0.0%
Local Government	0	0.0%
Private Sponsor / SAH	4	9.5%
Business Community	0	0.0%
Other	9	21.4%

Types of Refugees Served by Respondents

TYPE OF REFUGEE	COUNT	PERCENTAGE
Government Assisted Refugee	38	90.5%
Privately Sponsored Refugee	34	81.0%
Blended Visa Office Referred Refugee	23	54.8%
Refugee Claimant	10	23.8%
Other	5	11.9%

KEY FINDINGS

Responses from the *RRT-FV Online Survey: Third Quarter* were compiled and organized to match the priority areas of the *Community Refugee Response Action Plan*. The opinions and perspectives of survey respondents are summarized below.

Housing

The following refugee-specific housing challenges and issues were identified in the *RRT-FV Online Survey: First Quarter* by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Respondents were asked if these challenges and issues continued to apply in their community / sector and if they had noticed any improvements. They were also asked to share additional service challenges and issues not previously identified. The responses are summarized below.

Safe, affordable and appropriate housing

94% of respondents strongly or somewhat agree that it is a challenge for refugees to find safe and appropriate housing in the Fraser Valley with the financial assistance provided, while 3% somewhat disagree. 24% of respondents feel that access to safe and appropriate housing has somewhat improved, while 38% feel that it has not improved at all.

“It is difficult enough to find appropriate housing, but some [refugees] would like to open a business in their homes. It is very difficult to find housing that allows this.”

Appropriate housing for large family units

97% of respondents strongly or somewhat agree that it is a challenge for refugees with large family units to find appropriate housing in the Fraser Valley. 3% of respondents feel that access to appropriate housing for large family units has somewhat improved, while 62% feel that it has not improved at all.

Subsidized housing and rent subsidies

64% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access subsidized housing or rent subsidies, while 6% somewhat disagree. 12% of respondents feel that access to subsidized housing or rent subsidies has somewhat or significantly improved, while 49% feel that it has not improved at all.

Discrimination / abuse by landlords

68% of respondents strongly or somewhat agree that refugees in the Fraser Valley face discrimination and/or abuse by landlords, while 9% somewhat or strongly disagree. 21% of respondents feel that discrimination and/or abuse by landlords has somewhat improved, while 27% feel that it has not improved at all and 3% feel that it does not need improvement.

“Larger families have an advantage because of their Child Tax Benefits are larger. The family I work with gets \$300 a month less than their rent, but are doing ok because of the Child Tax Benefit.”

Incentives for landlords to rent their properties to refugees

65% of respondents strongly or somewhat agree that there is a lack of incentives for landlords in the Fraser Valley to rent their properties to refugees, while none disagree. 52% of respondents feel that there has been no improvement in this area.

New / emerging needs, challenges and issues

- » Cost of rent continues to increase in the Fraser Valley, which is negatively impacting refugee families in the region. Families who recently transitioned to provincial income assistance can no longer afford their current rental costs and need to find new, more affordable housing options.
- » Application process and wait-times for refugees trying to access BC Housing units. Some refugee families have been waiting years to access BC Housing units.
- » Poor conditions / quality of housing for refugee families on a limited budget (e.g. mould, pests). Due to the cold winter, some families ended up with high hydro bills that they cannot afford. This was especially the case for those in older homes and/or with older equipment.
- » Lack of knowledge / awareness around tenants' rights and responsibilities, safety (e.g. how to prevent household accidents and fires), and the dispute resolution process.
- » Lack of housing options for refugee families who would like to open a business in their homes.

Healthcare Access

The following refugee-specific healthcare access challenges and issues were identified in the *RRT-FV Online Survey: First Quarter* by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Respondents were asked if these challenges and issues continued to apply in their community / sector and if they had noticed any improvements. They were also asked to share additional service challenges and issues not previously identified. The responses are summarized below.

Complex health issues

94% of respondents strongly or somewhat agree that many refugees who have recently arrived in the Fraser Valley have complex health issues, while 3% strongly disagree.

“Trauma / acculturation is affecting [refugee clients] more now that they have been here longer. We’ve seen a real need here for some support.”

Emergency services in hospitals

82% of respondents strongly or somewhat agree that it is a challenge for refugees to access emergency services in hospitals in the Fraser Valley, while 12% strongly or somewhat disagree. 28% of respondents feel that access to emergency services in hospitals has somewhat improved, while 31% feel that it has not improved at all and 3% feel that it does not need improvement.

Family physicians and/or medical services accepting IFH coverage

64% of respondents strongly or somewhat agree that it is a challenge for refugees to access family physicians and/or medical specialists accepting Interim Federal Health (IFH) coverage in the Fraser Valley, while 12% strongly or somewhat disagree. 34% of respondents feel that access to family physicians and/or medical specialists accepting IFH coverage has somewhat improved, while 28% feel that it has not improved at all and 3% feel that it does not need improvement.

Dentists and/or dental specialists accepting IFH coverage

67% of respondents strongly or somewhat agree that it is a challenge for refugees to access dentists and/or dental specialists accepting IFH coverage in the Fraser Valley, while 15% strongly or somewhat disagree. 31% feel that access to dentists and/or dental specialists accepting IFH coverage has somewhat improved, while 31% feel that it has not improved at all and 3% feel that it does not need improvement.

Pharmacies accepting IFH coverage

47% of respondents strongly or somewhat agree that it is a challenge for refugees to access pharmacies accepting IFH coverage in the Fraser Valley, while 11% strongly or somewhat disagree. 28% of respondents feel that access to pharmacies accepting IFH coverage has somewhat or significantly improved, while 25% feel that it has not improved at all and 3% feel that it does not need improvement.

Confusion about IFH coverage

82% of respondents strongly or somewhat agree that there is confusion about the services covered under the IFH Program, while 6% strongly disagree. 34% of respondents feel that access to information about services covered under the IFH Program has somewhat or significantly improved, while 34% feel that it has not improved at all.

Mental health and/or trauma services

82% of respondents strongly or somewhat agree that it is a challenge for refugees to access mental health and/or trauma services / supports in the Fraser Valley, while 3% strongly disagree. 13% of respondents feel that access to mental health and/or trauma services / supports has somewhat improved, while 53% of respondents feel that it has not improved at all.

Professional interpretation for medical services

91% of respondents strongly or somewhat agree that it is a challenge for refugees to access professional interpretation services for medical appointments / services in the Fraser Valley, while 6% strongly or somewhat disagree. 34% of respondents feel that access to professional interpretation services for medical appointments / services has somewhat improved, while 38% feel that it has not improved at all.

Transportation to get to/from medical appointments

73% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access transportation to get to/from medical appointments, while 12% strongly or somewhat disagree. 28% of respondents feel that access to transportation to get to/from medical appointments has somewhat improved, while 34% feel that it has not improved at all.

“Some things have improved just with time. The ER knows the drill now when a family comes in, the refugees’ English getting better, doctors / dentists / pharmacies know about IFH and are already signed on, interpreters are set up at the [settlement organization] and elsewhere, some of the earlier arrived refugees are driving now and they can also help with driving the newer families.”

New / emerging needs, challenges and issues

- » Language / interpretation continues to be the biggest barrier to healthcare access, including lack of Arabic-speaking doctors, medical interpreters, and medical clinics with daily-based interpretation. Refugee families are having difficulties booking medical appointments because interpreters are unavailable throughout the week.
- » There continues to be a lack of female doctors in the Fraser Valley, as well as physiotherapists accepting IFH coverage.
- » Wait-times for medical specialists are long in some communities.
- » Trauma / acculturation issues are starting to emerge now that refugee families are feeling more settled.

Language Assessment and Training

The following refugee-specific language assessment / training challenges and issues were identified in the *RRT-FV Online Survey: First Quarter* by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Respondents were asked if these challenges and issues continued to apply in their community / sector and if they had noticed any improvements. They were also asked to share additional service challenges and issues not previously identified. The responses are summarized below.

English language proficiency

100% of respondents strongly or somewhat agree that many refugees have recently arrived to the Fraser Valley with no / limited English language proficiency. 79% of respondents also strongly or somewhat agree that many refugees have recently arrived with no / limited literacy skills in their mother tongue, while 12% strongly or somewhat disagree.

Language assessment

50% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access language assessment, while 41% strongly or somewhat disagree. 42% of respondents feel that access to language assessment has somewhat or significantly improved, while 21% feel that it has not improved at all and 21% feel that it does not need improvement.

Pre-literacy / literacy services

68% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access pre-literacy or literacy services / supports, while 21% strongly or somewhat disagree. 58% of respondents feel that access / availability of pre-literacy or literacy services / supports has somewhat or significantly improved, while 18% feel that it has not improved at all and 3% feel that it does not need improvement.

LINC classes

65% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access lower level Language Instruction for Newcomers to Canada (LINC) classes, while 29% strongly or somewhat disagree. 70% of respondents feel that access to lower level LINC classes has somewhat or significantly improved, while 15% feel that it has not improved at all.

“As we are implementing PBLAs this is especially important: to have a fourth day of instruction, especially for lower level students who have very limited knowledge of English or none at all and who need literacy services provided on top of the language classes we offer in LINC services.”

“From an early childhood lens, [for] these families who have experienced great trauma and displacement [daycare] is not the most ideal setting for children to be in. What would be better is for language classes to offer high quality care for children to reduce the attachment strains as well as the stress to a new family who is needing help trying to find decent childcare in a system that is already lacking quality spaces as well as time it takes workers to assist in the quest for childcare.”

Non-LINC Language Programs / Supports

38% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access non-LINC language programs / supports, while 29% strongly or somewhat disagree. 30% of respondents also feel that access / availability to non-LINC language programs / supports in the Fraser Valley has somewhat or significantly improved, while 18% feel that it has not improved at all and 12% feel that it does not need improvement.

Workplace-related or employment-focused language training

82% of respondents strongly or somewhat agree that there is limited availability of workplace-related or employment-focused language training programs for refugees in the Fraser Valley, while 12% strongly or somewhat disagree. 30% of respondents feel that access / availability of workplace-related or employment-focused language training programs has somewhat or significantly improved, while 42% feel that it has not improved at all and 3% feel that it does not need improvement.

“It seems that this [language assessment and training] is running fairly smoothly. Students are assessed within a week or two of arriving, we have a pre-literacy class (not funded through LINC), I don’t think any students or children are on the waiting list for services right now (no refugees), all the refugees are within walking distance, drive, or take the bus.”

Childminding services while attending LINC classes

74% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access childminding services while attending LINC classes, while 18% strongly or somewhat disagree. 33% of respondents feel that access to childminding services while attending LINC classes has somewhat or significantly improved, while 46% feel that it has not improved at all and 6% feel that it does not need improvement.

Transportation to attend English language training programs

50% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access transportation to attend English language training programs, while 24% strongly or somewhat disagree. 30% of respondents feel that access to transportation to attend language training programs has somewhat or significantly improved, while 30% feel that it has not improved at all and 9% feel that it does not need improvement.

New / emerging needs, challenges and issues

- » Lack of adequate funding and supports continues to be a challenge for LINC programs (e.g. limited classroom hours, availability of resources, access to teaching assistants / volunteers, and LINC assessment sites throughout the region).
- » More resources are needed for LINC instructors implementing Portfolio-Based Language Assessments (PBLAs) at the lower levels and literacy levels.
- » It is a challenge for some refugee families with young children to participate in English language classes because of difficulties accessing transportation and/or childminding services.
- » More childminding supports are needed for refugee clients attending LINC classes.

Employment and Labour Market Attachment

The following refugee-specific employment challenges and issues were identified in the *RRT-FV Online Survey: First Quarter* by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Respondents were asked if these challenges and issues continued to apply in their community / sector and if they had noticed any improvements. They were also asked to share additional service challenges and issues not previously identified. The responses are summarized below.

Employment readiness

90% of respondents strongly or somewhat agree that many refugees who have recently arrived in the Fraser Valley are not yet employment ready, as they still need to address other settlement needs.

“Employers we’ve connected with who are ready to hire would like a minimum language skill of CLB 2.”

Foreign credential, qualification and/or skill recognition

90% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to get their foreign credentials, qualifications and/or skills recognized, while 3% somewhat disagree. 7% of respondents feel that foreign credential, qualification and/or skill recognition has somewhat improved, while 57% feel that it has not improved at all.

Specialized pre-employment or employment programs

81% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access specialized pre-employment or employment programs / supports, while 6% strongly or somewhat disagree. 40% of respondents feel that access / availability of specialized pre-employment or employment programs / supports has somewhat or significantly improved, while 37% feel that it has not improved at all.

“They have an eye to the future. They will work hard, but want to move forward in their own fields. When they can choose (driving truck, catering, sewing, electrical, baking, computers, barbering), they work very hard. When an employer (generously) hires them to work in a field they aren’t prepared for, it doesn’t seem to work.”

WorkBC programs

74% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access WorkBC programs / supports, while 6% strongly or somewhat disagree. 40% of respondents feel that access to WorkBC programs / supports has somewhat improved, while 33% feel that it has not improved at all.

Skills training and/or work experience opportunities

84% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access skills training and/or work experience opportunities, while 6% strongly or somewhat disagree. 35% of respondents feel that access / availability of skills training and/or work experience opportunities has somewhat improved, while 38% feel that it has not improved at all and 3% feel that it does not need improvement.

Connections between employers and refugees

73% of respondents strongly or somewhat agree that it is a challenge to identify and/or engage with employers in the Fraser Valley who have employment opportunities for refugees, while 7% somewhat disagree. 77% of respondents strongly or somewhat agree that it is a challenge for employers to connect with refugees in the Fraser Valley who are employment ready, while 10% strongly or somewhat disagree. 30% of respondents feel that connections between employers and refugees who are employment ready have somewhat or significantly improved, while 40% feel that they have not improved at all.

“WorkBC is helping but for my lower level students, it is often overwhelming the amount of English used in workshops and seminars that they are not getting the help they need through this.”

Access to employment opportunities

84% of respondents strongly or somewhat agree that it is a challenge for refugees in the Fraser Valley to access employment opportunities. 41% of respondents feel that access / availability of employment opportunities has somewhat or significantly improved, while 41% feel that it has not improved at all.

New / emerging needs, challenges and issues

- » Lack of jobs that pay sufficiently to support refugees with large families.
- » Ongoing need for more specialized employment programs for refugees with limited English language skills, including those with a focus on self-employment / small business and trades.

Other Service Needs

In addition to addressing the priority areas of the *Community Refugee Response Action Plan*, respondents were asked to provide input on any other service needs, challenges and issues impacting refugees in the Fraser Valley, as well as if they had noticed any improvements since October 2016. The following is a summary of those responses.

New / emerging needs, challenges and issues

- » Pressure for refugees to learn English and find a job. They are concerned about their future with the end of resettlement assistance / transition to provincial income assistance. There are more cases of discouragement, depression, anxiety, etc.
- » Emerging mental health / trauma issues amongst refugees who arrived in the past year. There is a need to allocate more time and resources to connect them to the appropriate services, as well as flexibility around attendance in LINC classes / appointments.
- » Lack of / limited access to specific refugee programs / services, including:
 - » Specialized settlement services (e.g. Moving Ahead Program)
 - » Community connections / integration (e.g. parenting / discipline in a Canadian context, Canadian culture)
 - » Bridge programs for clients wanting to move from LINC to the post-secondary system
 - » Programs for youth / young adults
- » Limited availability of daycare for parents who would like to improve their English language skills, especially for those with children under the age of 36 months.
- » Difficulties accessing the BC Childcare Subsidy for refugees with medical issues. The application asks for a Social Insurance Number (SIN) as well as a doctor's confirmation, which is a challenge for some refugee clients to obtain.
- » Cultural differences leading to isolation amongst some refugee clients.
- » Need for anti-racism / diversity training for the mainstream community.

“I notice that my students are having trouble concentrating simply because they are so overwhelmed with trying to provide for their families that they are tense and responding in stress and frustration.”

Improvements

- » Increase in government-funded settlement, LINC and refugee-specific programs / services.
- » Increase in informal English language and job readiness programs with financial assistance from non-government funding.
- » Better recognition of refugee youth needs, as well as increased capacity / supports for youth language programs, youth leadership programs, and youth-led initiatives.
- » Significant improvement in ICBC services.

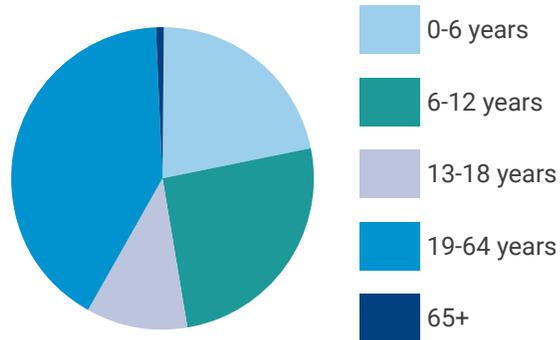
“With the arrival of Syrian refugees last year, the injection of Syrian-specific funding did see an increase in LINC and settlement services. The capacity of external structures such as housing, health care and schooling, however, were not bolstered to the extent that was needed therefore providing significant barriers to overall resettlement.”

APPENDIX I – OVERVIEW OF SYRIAN REFUGEE ARRIVALS IN THE FRASER VALLEY

Syrian Refugee Arrivals to BC (November 4, 2015 to December 15, 2016)

Total:	3,314
Government Assisted Refugees (GARs):	2,365
Privately Sponsored Refugees (PSRs):	N/A
Blended Visa Office Referred (BVOR) Refugees:	N/A

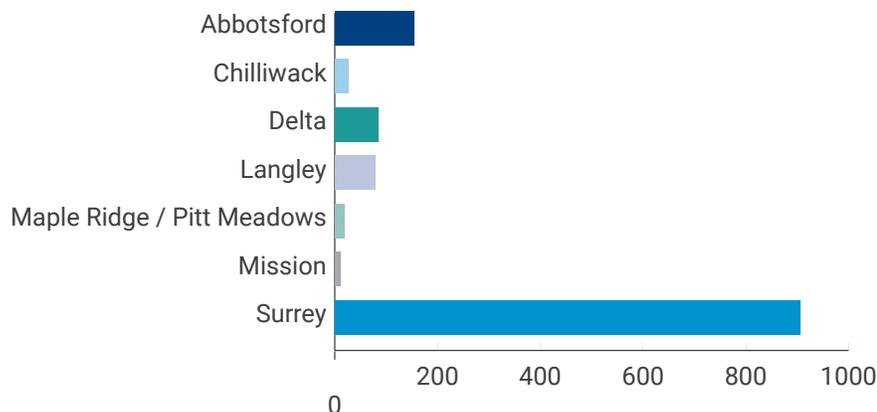
Age of Syrian GARs on Arrival in BC:



Syrian Refugee Arrivals to the Fraser Valley (November 4, 2015 to December 23, 2016)

Total:	1,448 (44% of Syrian refugee arrivals to BC)
Government Assisted Refugees (GARs):	1,278 (88% of Syrian refugee arrivals to the Fraser Valley)
Privately Sponsored Refugees (PSRs):	115 (8% of Syrian refugee arrivals to the Fraser Valley)
Blended Visa Office Referred (BVOR) Refugees:	55 (4% of Syrian refugee arrivals to the Fraser Valley)

Syrian GAR Settlement Patterns in the Fraser Valley (November 4, 2015 to December 23, 2016)



Source: ISSofBC "Refugee Readiness Fund Newsletter #15" and Immigration, Refugees and Citizenship Canada #WelcomeRefugees.

APPENDIX II – RRT-FV ONLINE SURVEY QUESTIONS

Background Information

1. Personal information:
(NOTE: This information will be kept confidential. It will only be used if additional information or follow up is required)
 - a. Name
 - b. Organization
 - c. Email
 - d. Phone

2. Sector:
(Please check all that apply)
 - a. Settlement
 - b. ESL / LINC
 - c. Employment
 - d. Education
 - e. Healthcare
 - f. Local government
 - g. Private sponsor / Sponsorship Agreement Holder (SAH)
 - h. Business Community
 - i. Other (please specify):

3. Community(s) Served:
(Please check all that apply)
 - a. Abbotsford
 - b. Chilliwack
 - c. Delta
 - d. Langley
 - e. Maple Ridge / Pitt Meadows
 - f. Mission
 - g. Surrey

4. Types of refugees served:
(Please check all that apply)
 - a. Government Assisted Refugees (GARs)
 - b. Privately Sponsored Refugees (PSRs)
 - c. Blended Visa Officer Referred (BVOR) Refugees
 - d. Refugee Claimants
 - e. Other (please specify):

Housing

- The following **refugee-specific housing challenges and issues** were identified by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Do they apply in your community / sector? Please select a rating for each.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	DON'T KNOW
It is a challenge for refugees to access safe and appropriate housing with financial assistance provided.						
It is a challenge for refugees with large family units to find appropriate housing.						
It is a challenge for refugees to access subsidized housing or rent subsidies.						
Refugees face discrimination and/or abuse by landlords.						
There is a lack of incentives for landlords to rent their properties to refugees.						

- Since October 2016, have any **new** refugee-specific housing needs, challenges or issues emerged in your community / sector that are **not included above**? If yes, please explain.

3. Have you noticed any **improvements** to the following housing challenges or issues faced by refugees in your community / sector? Please select a rating for each.

	NOT IMPROVED	SOMEWHAT IMPROVED	SIGNIFICANTLY IMPROVED	DOESN'T NEED IMPROVEMENT	DON'T KNOW
Access to safe and appropriate housing with the financial assistance provided					
Access to appropriate housing for large family units					
Access to subsidized housing or rent subsidies					
Discrimination / abuse by landlords					
Incentives for landlords to rent their properties to refugees					

4. Please list any **new housing services or supports for refugees** that have been put in place in your community / sector.

Healthcare Access

- The following **refugee-specific healthcare access challenges and issues** were identified by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Do they apply in your community / sector? Please select a rating for each.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	DON'T KNOW
Many refugees arriving with complex health issues.						
It is a challenge for refugees to access emergency services in hospitals.						
Challenges accessing family physicians who are accepting new patients.						
It is a challenge for refugees to access family physicians and/or medical specialists that accept Interim Federal Health (IFH) coverage.						
It is a challenge for refugees to access dentists that accept IFH coverage.						
It is a challenge for refugees to access pharmacies that accept IFH coverage.						
There is confusion about services covered under the IFH program.						
It is a challenge for refugees to access mental health or trauma services / supports.						
It is a challenge for refugees to access professional interpretation services for medical appointments / services.						
It is a challenge for refugees to access transportation to get to/from medical appointments.						

2. Since October 2016, have any **new** refugee-specific if access needs, challenges or issues emerged in your community / sector that are **not included above**? If yes, please explain.
3. Have you noticed any **improvements** to the following healthcare access challenges or issues faced by refugees in your community / sector? Please select a rating for each.

	NOT IMPROVED	SOMEWHAT IMPROVED	SIGNIFICANTLY IMPROVED	DOESN'T NEED IMPROVEMENT	DON'T KNOW
Access to emergency services in hospitals					
Access to family physicians and/or medical services accepting Interim Federal Health (IFH) coverage					
Access to dentists and/or dental specialists accepting IFH coverage					
Access to pharmacies accepting IFH coverage					
Access to information about services covered under the IFH program					
Access to mental health or trauma services / supports					
Access to professional interpretation services for medical appointments / services					
Access to transportation to get to/from medical appointments					

4. Please list any **new healthcare services / supports for refugees** that have been put in place in your community / sector.

Language Assessment and Training

- The following **refugee-specific language assessment and training issues** were identified by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Do they apply in your community / sector? Please select a rating for each.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	DON'T KNOW
Many new refugees have no / limited English language proficiency.						
Many new refugees have no / limited literacy skills in their mother tongue.						
It is a challenge for refugees to access language assessment.						
It is a challenge for refugees to access pre-literacy or literacy services / supports.						
It is a challenge for refugees to access lower level Language Instruction for Newcomers to Canada (LINC) classes.						
It is a challenge for refugees to access non-LINC language programs / supports.						
There is limited availability of workplace-related / employment-focused language training for refugees.						
It is a challenge for refugees to access childminding services while attending LINC classes.						
It is a challenge for refugees to access transportation to attend language training programs.						

2. Since October 2016, have any **new** refugee-specific language assessment / training needs, challenges or issues emerged in your community / sector that are **not included above**? If yes, please explain.
3. Have you noticed any **improvements** to the following language assessment / training challenges or issues faced by refugees in your community / sector? Please select a rating for each.

	NOT IMPROVED	SOMEWHAT IMPROVED	SIGNIFICANTLY IMPROVED	DOESN'T NEED IMPROVEMENT	DON'T KNOW
Access to language assessment					
Access / availability of pre-literacy or literacy services / supports					
Access to lower level Language Instruction for Newcomers to Canada (LINC) classes					
Access / availability of non-LINC language programs / supports					
Access / availability of workplace-related / employment-focused language training					
Access to childminding while attending LINC classes					
Access to transportation to attend language training programs					

4. Please list any **new language training programs or services for refugees** that have been put in place in your community / sector.

Employment and Labour Market Attachment

- The following **refugee-specific employment challenges and issues** were identified by stakeholders involved in the settlement and integration of refugees in the Fraser Valley. Do they apply in your community / sector? Please select a rating for each.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	DON'T KNOW
Many refugees are not yet employment ready (i.e. still need to address other settlement-related needs).						
It is a challenge for refugees to get credentials, qualifications and/or skills recognized.						
It is a challenge for refugees to access specialized pre-employment or employment services / supports.						
It is a challenge for refugees to access WorkBC programs / supports.						
It is a challenge for refugees to access skills training and/or work experience opportunities.						
It is a challenge for refugees to access employment opportunities.						
It is a challenge to identify and/or engage with employers who have employment opportunities for refugees.						
It is a challenge for employers to connect with refugees who are employment ready.						

2. Since October 2016, have any **new** refugee-specific employment needs, challenges or issues emerged in your community / sector that are **not included above**? If yes, please explain.
3. Have you noticed any **improvements** to the following employment challenges or issues faced by refugees in your community / sector? Please select a rating for each.

	NOT IMPROVED	SOMEWHAT IMPROVED	SIGNIFICANTLY IMPROVED	DOESN'T NEED IMPROVEMENT	DON'T KNOW
Foreign credential, qualification or skill recognition					
Access / availability of specialized pre-employment or employment programs / supports					
Access to WorkBC programs / supports					
Access / availability of skills training and/or work experience opportunities					
Access / availability of employment opportunities					
Connections between employers and refugees who are employment ready					

4. Please list any **new employment programs or services for refugees** that have been put in place in your community / sector.

Other Service Needs

1. Since October 2016, have any **other** refugee-specific needs, challenges and/or issues have emerged in your community / sector (that were **not included in previous sections**)? If yes, please explain.
2. Have you noticed any **improvements** to other programs / supports for refugees in your community / sector (that were **not included in previous sections**)? If yes, please explain.
3. Please list any **new** programs or services for refugees that been put in place in your community / sector (that were **not included in previous sections**).

APPENDIX III – LIST OF ORGANIZATIONS / PRIVATE SPONSORS

1. Abbotsford Community Services

2. Chilliwack Community Services

3. DIVERSEcity Community Resources Society

4. Family Education and Support Centre

5. Immigrant Employment Council of BC

6. Islamic Society of Ridge Meadows

7. ISSofBC

8. Kwantlen Polytechnic University

9. Living Waters Church

10. Mission Community Services Society

11. New Directions Vocational Testing and
Counselling Services

12. Options Community Services

13. Pacific Community Resources Society

14. Progressive Intercultural Community Services
(PICS)

15. REaCH

16. School District #36 (Surrey)

17. School District #37 (Delta)

18. SUCCESS

19. Surrey Language Assessment Centre

20. WorkBC – Whalley Employment Services
Centre

APPENDIX IV – NEW REFUGEE PROGRAMS / SUPPORTS

Healthcare Access

- » Health Outreach / Navigation Support Workers
- » Medical interpreters / translators hired to provide accompaniment to medical appointments and assist with medical needs
- » Additional Moving Ahead Program (MAP) Counsellors
- » Local volunteers, including those with refugee experience, who have researched and shared local information with newly-arrived refugees

Housing

- » List of affordable housing options on the BC Housing website

Language Assessment and Training

- » New pre-literacy classes
- » Additional LINC classes (lower level, morning / evening classes), childminding support services, and transportation support for refugees
- » New LINC classes for specific newcomer populations (e.g. youth, employed learners, learners with challenges)
- » New on-site class for mothers and pre-school children (“Moms and Tots” program)

Employment and Labour Market Attachment

- » New workplace readiness skills training program
- » Employment Connect Program (requires a minimum of LINC 4)
- » Training for Jobs in Retail (requires a minimum of LINC 4)
- » Discover Your Potential Program (DYPP) (focused on refugee youth)
- » WorkBC programs that support starting a small business (e.g. grant money, making a business plan)
- » Youth employment programs

Other

- » More Arabic-speaking interpreters hired
- » Meeting arranged with local MP and Syrian refugees
- » Young learners’ session for school-aged children
- » Innovative short-term programs to help Syrian youth integrate
- » Youth programs